

LEGAL AID SOCIETY OF
GREATER CINCINNATI

LEGAL SERVICES IN BROWN, BUTLER, CLERMONT, CLINTON, HAMILTON, HIGHLAND AND WARREN COUNTIES

August 2005

DONALD P. KLEKAMP
COMMUNITY LAW
CENTER BUILDING

215 East Ninth Street, Suite 200
Cincinnati, Ohio 45202

Telephone
(513) 241-9400
(800) 582-2682

TTD
(513) 241-1390

Dear MSD Customer,

We are checking with people who have called the Metropolitan Sewer District about a problem with water or sewer backup in their basement.

The Metropolitan Sewer District has created a Water-in-Basement (WIB) Response Program to help you with this problem. Assistance from Legal Aid is available for all MSD customers who have questions, concerns, or problems with the WIB Response Program.

The WIB Response Program was created as part of a Federal Court Order dealing with problems in the County's sewer system. The Metropolitan Sewer District has agreed to carry out this program to help homeowners and others who have suffered because of a sewer backup in their basement.

The United States District Court appointed the Legal Aid Society of Greater Cincinnati to act as an Ombudsman for the WIB Response Program. The term "Ombudsman" is used to describe a person or an organization, in this case, the Legal Aid Society, who is appointed to act on behalf of customers to see that their problems are taken care of. The Ombudsman job is to ensure that Water-in-Basement victims obtain effective and timely assistance.

The Legal Aid Ombudsman has been asked by the Court to:

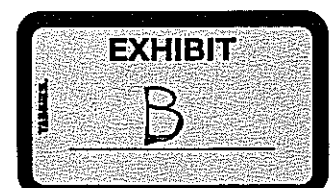
- make sure that the WIB Response Program is understandable to the public;
- provide the public with someone who acts on their behalf and who can assure that the WIB Response Program is working;
- investigate complaints; and
- inform the Court regarding the status of the program.

You may contact the Legal Aid Society with any problems or questions about the WIB Response Program or your rights concerning any part of the WIB Response Program. Call (513) 362-2801 or email gpieples@lascinti.org. You will not be charged a fee for Legal Aid Ombudsman services.

Sincerely,

Gary Pieples
Attorney at Law
Ombudsman

MSD WATER-IN-BASEMENT
RESPONSE PROGRAM
Cleanup Claims Prevention
(513) 359-4900
LEGAL AID SOCIETY OMBUDSMAN
Questions Concerns Problems
(513) 362-2801



Problems with the Water-in-Basement Response Program? Call Legal Aid for Help

OMBUDSMAN SERVICES NOW AVAILABLE
TO ASSIST WITH THE METROPOLITAN
SEWER DISTRICT WATER-IN-BASEMENT
RESPONSE PROGRAM

The Legal Aid Society of Greater Cincinnati
has been appointed by the Federal Court
to resolve problems with the WTB Response
Program. Legal Aid is available at no charge
to assist you.

To contact Legal Aid, call (513) 362-2801
or e-mail the Ombudsman at
gpieples@lascinti.org.

LEGAL AID SOCIETY OF
GREATER CINCINNATI

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MSD Water-in-Basement Response Program

CLEAN UP

If your basement backs up because of
a problem with the public sewer system
MSD will clean up the mess. If you have
a backup, call (513) 352-4900 and MSD
will send someone to determine the
cause of the backup. Call within
24 hours or as soon as you realize you
have a backup.

PROPERTY DAMAGE CLAIMS

Property owners who experience a
basement backup caused by the public
sewer system can now be reimbursed for
most property losses. Claims forms are
available at (513) 352-4900 or msdgc.org.

PREVENTION PROGRAM

To prevent backups from happening
again MSD will install devices or systems
in your building or home. If you wish
to be considered for the Prevention
Program please call (513) 352-4900.

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